



SD

Military
Surface
Deployment
and
Distribution
Command

DEFENSE PERSONAL PROPERTY PROGRAM



*Global Surface Transportation Experts... Committed, Dependable,
Relentless!*

Agenda

- Claims Timeline
- Resources
- Customer's Claim Module
- Claim Statuses
- Questions and Answers



Claims Timeline

- Customer has 75 days to submit a loss/damage form
- Customer submits claim within 9 months of shipment delivery for full replacement value (FRV)
- Customer submits claim between 9 months and 2 years of shipment delivery, they are eligible for depreciated value
- TSP has 60 days to respond to customer's submitted claim by accepting, denying, or counter offering the claimed amount per item
- Customers have the option to accept, counter offer, or transfer to the Military Claims Office (MCO)
- Once all item(s) are in settled status, the TSP is to pay the customer within 30 days



Resources

Move.mil - DOD - Mozilla Firefox: IBM Edition

File Edit View History Bookmarks Tools Help

http://www.move.mil/dod.htm#afterDelivery_ad-dodClaims

Most Visited IBM IBM

Move.mil - DOD

MOVE.MIL
Official DPS Portal

What Is DPS? DPS Registration DPS Login

DOD
Service Members and Civilians

Before You Begin Start Your DPS Move After Delivery

After Delivery

Customer Satisfaction Survey (CSS)
Claims

CSS is really a performance report that DPS uses to rate Transportation Service Providers, thereby ensuring that only quality moving companies will handle your belongings. **It is imperative that you fill out a CSS for each and every shipment.** Luckily, it's easy! You will automatically receive an email with a link to your CSS after your shipment has been delivered.

Claims How-To (PDF)
Claims How-To (Video)
Claims Overall Process

Air Force
Army
Coast Guard
Marines
Navy

Watch the Video!

Useful Tools

Moving Resources
Travel Information

Links

Acronyms
Glossary
Locator Maps
Service Member/Civilian FAQ

Claims How-To-PDF
Claims How-To Video
Claims Overall Process

Military Claim Office (MCO) websites with contact information

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to

Done

One paused download

Navigate to:

http://www.move.mil/dod.htm#afterDelivery_ad-dodClaims

Email Questions/Concerns to:

sddc.safb.claims@us.army.mil



Claims Homepage

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out |

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] **DPS User Satisfaction** Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Home Monday, June 07, 2010 3:57:09 PM Reports Queries: HELP

Click here for: [HELP](#)

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Create Claims

Pick the Shipment:
Submitter's Relationship:
[Add & Go](#)

Search Claims

Claim #:
Claim Status:
BOL/GBL Number:
MCO Adjudication:
Branch of Service:
[Go](#)

Click on the Claims tab
Prior to beginning the claims process, the customer will need to know their Government Bill of Lading Number

after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDDC that the TSP is in bankruptcy.
3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC.
4. The TSPs failure to comply with the catastrophic loss provisions as verified by the MCO.
5. The TSPs failure to comply with essential items provisions as verified by the MCO.

Warning: If you elect to immediately transfer your claim to the Military Claims Office and one of the above conditions does not exist, your claim will be handled under the depreciated value.

USMC ONLY: Before you transfer your claims to HQMC Claims Office, please contact us at 703.784.9533 or DSN 278.9533 or email us at hqmc.claims@usmc.mil

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Claim Module - Homepage

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/fineschannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=6X4rQ0INMnaP7GO17HPdAjZ6jK9ovIayhYIbefLpmk_8SWETS=

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Show: Claims Home Monday, June 07, 2010 3:57:09 PM Reports Queries: HELP

Welcome to your Claims Home Page.

Submitting items from your Loss/Damage reports(s) does not constitute filing of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

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Pick the Shipment:

Submitter's Relationship:

Add & Go

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Claim Status:

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MCO Adjudication:

Branch of Service:

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Claim Module – Loss/Damage Report

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Show: Loss/Damage Reports Monday, December 13, 2010 4:33:38 PM Reports Queries: Active HELP

Below is a list of all of your loss/damage reports. Please select the [hyperlink](#) for the loss/damage report that you wish to view/update.

Submitting items from your Loss/Damage reports(s) *does not constitute filing of a claim* but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage report submitted into the DPS System. Once your report has been submitted, you can click on the [Click Here to Add a Loss/Damage Report](#) link to include any additional loss/damage items.

[Click Here to Add a Loss/Damage Report](#)

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Loss/Damage Reports Menu SEARCH No Records HELP

Loss/Damage Number	Status	Creation Date	Loss/Damage at Delivery?	Name (DoD)	Rank (DoD)	BOL/GBL Number	Delivery Date	TSP	SCAC	GBLOC	Closed
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Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=eRWPYh0H0JQHvVFQVKZsf0YvDZ97vgIaAZhoVsq4DIU_&SWETS= Go

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies Home Site Map Log Out

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Show: Monday, December 13, 2010 4:45:54 PM Reports Queries: Active HELP

Loss/Damage Number: **Loss/Damage Reports** No Records

ADD Click the "ADD" button

Loss/Damage Number:
BOL/GBL Number: Loss or damage at Delivery?:
TSP Reference No.: Unpacking and Removal:
Comments:
DoD Cust ID Number: Name of TSP:
DoD Cust Name: Weight of the Shipment:
DoD Customer Rank:
Telephone Number:
DoD Customer Address: Address of TSP:
Shipment Destination Address: Shipment Origin Address:

Add/Update Loss/Damage Items No Records

SEARCH

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
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File Attachments

ADD **SEARCH** No Records **HELP**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
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SD

Claim Module – Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=eRWPyh0H0JQHvVFQVK2sf0YVDZ97vgIaAZhoVsq4DIU_&SWETS=

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Show: Monday, December 13, 2010 4:52:03 PM

Loss/Damage Reports

SAVE CANCEL

*Loss/Damage Number: 1-16VZTX

*BOL/GBL Number: ☒ Loss or Damage at Delivery?:

TSP Reference No.: Unpacking and Removal:

Comments (255 characters maximum):

DoD Cust ID Number: Name of TSP:

*DoD Cust Name: Weight of the Shipment:

DoD Customer Rank:

Telephone Number:

DoD Cust Address: Address of TSP:

DoD Cust City: City:

DoD Cust State: State:

DoD Cust Zip Code: Zip:

DoD Cust Country:

Shipment Destination Address: Shipment Origin Address:

Shipment Destination City: Shipment Origin City:

Shipment Destination State: Shipment Origin State:

Shipment Destination Zip Code: Shipment Origin Zip Code:

Shipment Destination Country: Shipment Origin Country:

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Click the checkmark next to "BOL/GBL Number" it will fill in information below

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Queries: Active

HELP

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Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Show: Monday, December 13, 2010 4:52:03 PM

Loss/Damage Reports

SAVE CANCEL

*Loss/Damage Number: 1-16YZTX Delivery Date:

*BOL/GBL Number: *Loss or Damage at Delivery?:

TSP Reference No.: Unpacking and Removal:

Comments (255 characters maximum):

DoD Cust ID Number:

*DoD Cust Name:

DoD Customer Rank:

Telephone Number:

DoD Cust Address:

DoD Cust City:

DoD Cust State:

DoD Cust Zip Code:

DoD Cust Country:

Shipment Destination Address:

Shipment Destination City:

Shipment Destination State:

Shipment Destination Zip Code:

Shipment Destination Country:

Shipment Origin Address:

Shipment Origin City:

Shipment Origin State:

Shipment Origin Zip Code:

Shipment Origin Country:

Zip:

Click on the arrow next to the "BOL/GBL Number" and click the "Pick" button

https://dpstest.sddc.army.mil - Shipments - Microsoft Internet Explorer

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
DBAT0000100	George Stone	GEN-	Delivered	dHHG	03/04/2010	Allied Freight Forwarding	ALFW	3666 payne SAN DIEGO, CA 92102 UNITED STATES	1009 ward FORT DRUM, NY 13602 UNITED STATES	15,000

Done

Pick Cancel

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Claim Module – Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

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Loss/Damage Reports

SAVE **CANCEL**

*Loss/Damage Number: 1-16YZUK Delivery

*BOL/GBL Number: DBAT0000100 ☒ *Loss or Damage at Delivery

TSP Reference No.: Unpacking and Re

Comments (255 characters maximum):

DoD Cust ID Number: XXX-XX-8888 Name of TSP: Allied Freight Forwarding

*DoD Cust Name: George Stone Weight of the Shipment: 15,000

DoD Customer Rank: GEN-

Telephone Number: 5862949443

DoD Cust Address: 3666 payne Address of TSP: 700 Oakmont Lane

DoD Cust City: SAN DIEGO City: Westmont

DoD Cust State: CA State: IL

DoD Cust Zip Code: 92102 Zip: 60559

DoD Cust Country:

Shipment Destination Address: 3666 payne Shipment Origin Address: 1009 ward

Shipment Destination City: SAN DIEGO Shipment Origin City: FORT DRUM

Shipment Destination State: CA Shipment Origin State: NY

Shipment Destination Zip Code: 92102 Shipment Origin Zip Code: 13602

Shipment Destination Country: UNITED STATES Shipment Origin Country: UNITED STATES

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 - Update
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 - Add
- Search
 - Search



SD

Claim Module – Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

Address: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=eRWPyh0H0jQHvYFQVK2sf0YvDZ97vgIaAZhoVsq4DLU_8SWETS=

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Loss/Damage Number:

Loss/Damage Reports

1 of 1

ADD UPDATE

Loss/Damage Number: 1-16YZTZ Delivery Date: 03/04/2010

BOL/GBL Number: DBAT0000100 Loss or Damage at Delivery?: Y

TSP Reference No.: Unpacking and Removal:

Comments:

DoD Cust ID Number: XXX-XX-8888 Name of TSP: Allied Freight Forwarding

DoD Cust Name: George Stone Weight of the Shipment: 15,000

DoD Customer Rank: GEN-

Telephone Number: 5882949443

DoD Customer Address: 3686 Payne Address of TSP: 700 Oakmont Lane

SAN DIEGO, CA 92102 Westmont IL 60559

Shipment Destination Address: 3686 Payne Shipment Origin Address: 1009 Ward

SAN DIEGO, CA 92102 UNITED STATES

Click the "ADD" button

ADD UPDATE Loss/Damage

ADD SEARCH

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
------	-----------	------------------	-------------------------	--------------------

No Records

File Attachments

ADD SEARCH

Attachment Name	Type	Size (In Bytes)	Modified	Comments
-----------------	------	-----------------	----------	----------

No Records HELP

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Claim Module - Loss/Damage Report

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Address: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=eRWPyh0H0jQHvVFQVKZsf0YvDZ97vg1aAZhoVsq4DIU_8SWETS=

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Comments:

DoD Cust ID Number: XXX-XX-8888 Name of TSP: Allied Freight Forwarding

DoD Cust Name: George Stone Weight of the Shipment: 15,000

DoD Customer Rank: GEN-

Telephone Number: 5862949443

DoD Customer Address: 3686 payne Address of TSP: 700 Oakmont Lane
SAN DIEGO, CA 92102 Westmont IL 60559

Shipment Destination Address: 3686 payne Shipment Origin Address: 1009 ward
SAN DIEGO, CA 92102 UNITED

Add/Update Loss/Damage Items

SAVE **CANCEL**

*Item Name:

*Item Creation Date: 12/13/2010

Inventory Number:

*Loss/Damage Description:

File Attachments

ADD **SEARCH**

No Records **HELP**

Attachment Name Type Size (In Bytes) Modified Comments

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Select the hyperlink below that best corresponds to the action you would like to initiate.

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Fill in all fields, then click the "SAVE" button

If there are multiple lost/damaged items, click the "ADD" button to continue to add additional items



SD

Claim Module – Loss/Damage Report

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File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=eRWPyh0H0jQHvVFQVK2sf0YvDZ97vgIaAZhoVsq4DLU_&SWETS=

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Loss/Damage Number:

Loss/Damage Reports

[ADD](#) [UPDATE](#) [SUBMIT](#)

Loss/Damage Number: 1-16YZTZ

BOL/GBL Number: DBAT00001

TSP Reference No.:

Comments:

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SAN DIEGO, CA 92102 UNITED STATES

Add/Update Loss/Damage Items

[ADD](#) [UPDATE](#) [SEARCH](#)

1 - 1 of 1

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
1	Desk	1	Drawer is missing	12/13/2010

File Attachments

[ADD](#) [SEARCH](#)

No Records

Attachment Name Type Size (In Bytes) Modified Comments

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Claim Module – File Claim

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File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=6X4rqQ0INMnaP7GO17HPdAjZ6JK9ovIayhYIbefl.pmk_8SWETS=

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Show: Claims Home Monday, June 07, 2010 3:57:09 PM

Reports Queries: HELP

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Click here for: [HELP](#)

Claim Services

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Submitter's Relationship: 

[Add & Go](#)

Search Claims

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

Branch of Service:

[Go](#)

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Done Internet



Claim Module – File Claim

Click on the arrow next to the “BOL/GBL Number” and click the “Pick” button

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Loss/Damage submitted from the delivery of the item after the delivery of the item.

You can edit information submitted into the Loss/Damage report.

In order to be eligible with the Transportation of delivery. If the claim be eligible for depreciation.

Exceptions to the filing of a claim: If a claim is settled, or a final offer made within 60 days, however, you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

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2. Notification by SDDC that the TSP is in bankruptcy.
3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC.
4. The TSP's failure to comply with the catastrophic loss provisions as verified by the MCO.
5. The TSP's failure to comply with essential items provisions as verified by the MCO.

Warning: If you elect to immediately transfer your claim to the Military Claims Office and one of the above conditions does not exist, your claim will be handled under the depreciated value.

USMC ONLY: Before you transfer your claims to HQMC Claims Office, please contact us at 703.784.9533 or DSN 278.9533 or email us at home_claims@usmc.mil

Unclassified//FOUO-Privacy Act Applies

Shipment Query

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
DBAT0000100	George Stone	GEN-	Delivered	dHHG	03/04/2010	Allied Freight Forwarding	ALFW	3666 payne SAN DIEGO, CA 92102 UNITED STATES	1009 ward FORT DRUM, NY 13602 UNITED STATES	15,000

Pick Cancel

Claim #:
Claim Status:
U/GBL Number:
MCO Adjudication:
Branch of Service:
Go



Claim Module – File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Start&SWEHo=dpstest.sddc.army.mil

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Home Monday, December 13, 2010 7:22:56 PM Reports Queries: HELP

Submitting items from your Loss/Damage reports(s) does not constitute filing of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDDC that the TSP is in bankruptcy.
3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC.
4. The TSPs failure to comply with the catastrophic loss provisions as verified by the MCO.
5. The TSPs failure to comply with essential items provisions as verified by the MCO.

Warning: If you elect to immediately transfer your claim to the Military Claims Office and one of the above conditions does not exist, your claim will be handled under the depreciated value.

USMC ONLY: Before you transfer your claims to HQMC Claims Office, please contact us at 703-784-9533 or DSN 278-9533 or email us at hqmc.claims@usmc.mil and provide your telephone number for us to call you concerning your claims.

Click the "Add & Go" button

All Claims

Loss/Damage Reports

Inspection Reports

Summary

Create Claims

Pick the Shipment: DBAT0000100

Submitter's Relationship:

Add & Go

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

Branch of Service:

Last Name:

Go

Unclassified//FOUO-Privacy Act Applies



SD

Claim Module – File Claim

The screenshot shows the Defense Personal Property System (DPS) web application. The browser address bar displays the URL: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=6X4rQ0INmnaP7GO17HPdAjZ6jK9ovIayhYIbefLpmk_8&SWETS=. The page title is "Defense Personal Property System (DPS)". The navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), DPS User Satisfaction, Claims, Consignment Guide, Training, and DPS User Satisfaction. The main content area shows the "Claim" module with buttons for ADD, UPDATE, DELETE, PULL LOSS/DAMAGE ITEMS, and SUBMIT. A blue callout box with the text "Click the 'ADD' button" points to the ADD button. Below the buttons, there is a section for "Add/Update Claim Items" with an ADD button and a table with columns: Item, Item Name, Item Description, Item Status, Claimed Amount, Loss Type, Created, Damage Description (250 characters maximum), and Denied Remark. There is also a "Demand/Offer" section with a table with columns: DPS Demand/Offer Number, Item Name, TSP Action, TSP Offer, Amount demanded of TSP, Amount paid to DoD customer, DOD Customer Counter Offer, Final TSP Offer?, Offer Accepted by DoD customer?, Total amount paid to DoD customer by MCO, Transferred to MCO, and TSP Remark. At the bottom, there is an "Upload File Attachments" section with a SEARCH button and a table with columns: Attachment Name, Type, Size (In Bytes), Modified, and Comments. The right sidebar contains "Claim Services" (Home, All Claims, Claim Detail, Loss/Damage Reports, Inspection Reports, Summary) and "Help Links" (Select the hyperlink below that best corresponds to the action you would like to initiate. Claim: Add, Update, Submit, Transfer to MCO, Pull Loss/Damage Items, Nonpayment; Claim Items: Add, Update, Delete, Transfer to MCO; Demand/Offer: Counter Offer, Accept Offer; Upload Files: Add; Search: Search).

Click the "ADD" button



Claim Module – File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/fmsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=bmAF1EM48LV38yYTXK4QyqfvdORVkJzWApE37ndgqfcU_8SWETS=

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out |

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Wednesday, June 02, 2010 5:37:10 PM

Reports Queries: HELP

Claimant Information

ID Number: XXX-XX-
First Name: City:
Last Name: State:
Email: Zip/Postal Code:
Rank: Country:
Branch of Service:
Comments (255 characters maximum):

Claim Details

*BOL/GBL Number:
*Submitter's Relationship:
TSP Claim Number: Delivery Date:
TSP's Liability Limits: Weight:
*Quick Claims Payment made?: Timely Payment Received:
Dollar amount of Quick Claims payment:
Item List for Quick Claims:

Find "BOL/GBL Number" and it will fill in Claimant Information above

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
 - Add
 - Update
 - Submit
 - Transfer to MCO
 - Pull Loss/Damage Items
 - Nonpayment
- Claim Items
 - Add
 - Update
 - Delete
 - Transfer to MCO
- Demand/Offer
 - Counter Offer
 - Accept Offer
- Upload Files
 - Add
- Search
 - Search

Unclassified//FOUO-Privacy Act Applies



Claim Module – File Claim

Click on the arrow next to the "BOL/GBL Number" and click the "Pick" button

The screenshot displays the Defense Personal Property System (DPS) interface in Microsoft Internet Explorer. The main window shows the "Claims" module with a "File Claim" button. A text box highlights the instruction: "Click on the arrow next to the 'BOL/GBL Number' and click the 'Pick' button". Below this, a "Query" window is open, showing a table of claims. The first row is highlighted, and the "Pick" button is circled. The table columns include BOL/GBL Number, Customer, DoD Customer Rank, Shipment Status, Shipment Type, Delivery Date, TSP Name, SCAC, Shipment Destination, Shipment Origin, and Weight.

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
DBAT0000100	George Stone	GEN-	Delivered	dHHG	03/04/2010	Allied Freight Forwarding	ALFW	3666 payne SAN DIEGO, CA 92102 UNITED STATES	1009 ward FORT DRUM, NY 13602 UNITED STATES	15,000

The "Pick" button is circled in the "Query" window. The "Cancel" button is also visible.

Help Links:

- Claim
 - Add
 - Update
 - Submit
 - Transfer to MCO
 - Pull Loss/Damage Items
 - Nonpayment
- Claim Items
 - Add
 - Update
 - Delete
 - Transfer to MCO
- Demand/Offer
 - Counter Offer
 - Accept Offer
- Upload Files
 - Add
- Search
 - Search



Claim Module – File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Start&SWEHo=dpstest.sddc.army.mil

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Monday, December 13, 2010 7:35:45 PM

Comments (255 characters maximum):

Claim Details

*BOL/GBL Number: DBAT0000100 Claims Shipment Description:

*Submitter's Relationship: Pickup Date: 03/04/2010

TSP Claim Number: Delivery Date: 03/04/2010

TSP's Liability Limits: 50,000.00 Weight: 15,000

*Quick Claims Payment made?: Timely Payment Received:

Quick Claims Payment

Dollar amount of Quick Claims payment:

Item List for Quick Claims:

Shipment Destination: 3668 payne
SAN DIEGO, CA 921

SAVE CANCEL

Add/Update Claim Items

SEARCH

Fill in fields annotated with an asterisk and click the "SAVE" button

Unclassified/FOUO-Privacy Act Applies

- Add
- Update
- Submit
- Transfer to MCO
- Pull Loss/Damage Items
- Nonpayment
- Claim Items
 - Add
 - Update
 - Delete
 - Transfer to MCO
- Demand/Offer
 - Counter Offer
 - Accept Offer
- Upload Files
 - Add
- Search
 - Search



Claim Module – File Claim

Claim

Claim #: 1-16YXJB
Claim Creation Date: 12/13/2010
Claim Status: In Progress
Comments:
Quick Claims Payment made?: N

Add/Update Claim Items

ADD **SEARCH**

Item Item Name Item Description

Demand/Offer

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demand TSP	DoB customer	Counter Offer	Offer?	DoB customer?	DoB customer by MCO	MCO	Remark
-------------------------	-----------	------------	-----------	-------------------	--------------	---------------	--------	---------------	---------------------	-----	--------

Upload File Attachments

SEARCH

Attachment Name Type Size (In Bytes) Modified Comments

1 of 2

Claim Services

Home

Responds to the action

- Add
- Update
- Delete
- Transfer to MCO
- Demand/Offer
- Counter Offer
- Accept Offer
- Upload Files
- Add
- Search
- Search

Unclassified//FOUO Privacy Act Applies

Add lost/damaged items one of two ways:

Option 1: Click “PULL LOSS/DAMAGE ITEMS” – recommended if customer filed a loss/damage report. It will pull loss/damage items from the loss/damage report.

Option 2: Click the “ADD” button under Add/Updated Claim Items. All lost/damaged items will need to be filled in.



Claim Module – File Claim

Defense Personal Property System (DPS)
Unclassified//FOUO-Privacy Act Applies

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Customer Surveys | DPS User Satisfaction | **Claims** | Consignment Guide | Training | DPS User Satisfaction

Address: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Start&SWEHo=dpstest.sddc.army.mil

Monday, December 13, 2010 7:43:19 PM

Claim #:

Claim

ADD UPDATE DELETE **PULL LOSS/DAMAGE ITEMS** SUBMIT

Claim #: 1-16YXJB BOL/GBL Number: DBAT0000100 Shipment Destination: 3686 payne
Claim Creation Date: 12/13/2010 Claims Shipment Description: My Completed Shipment SAN DIEGO, CA 92102 UNITED STATES
Claim Status: In Progress
Comments:
Quick Claims Payment made?: N

Claim Services
Home
All Claims
> Claim Detail

Add/Update Claim Items

ADD UPDATE DELETE SEARCH

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Samsung TV		Demand Pending			12/13/2010 07:42:42 PM	Screen was cracked	
> 2	TV		Demand Pending			12/13/2010 07:42:42 PM	Screen was cracked	

Demand/Offer

SEARCH

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
No Records											

Upload File Attachments

ADD SEARCH

Attachment Name	Type	Size (In Bytes)	Modified	Comments
No Records				

Option 1: Clicked "PULL LOSS/DAMAGE ITEMS"
The "UPDATE" button needs to be clicked in order to add information about each claimed item

you would like to initiate.

- Claim
 - Add
 - Update
 - Submit
 - Transfer to MCO
 - Pull Loss/Damage Items
 - Nonpayment
- Claim Items
 - Add
 - Update
 - Delete
 - Transfer to MCO
- Demand/Offer
 - Counter Offer
 - Accept Offer
- Upload Files
 - Add
 - Search



Claim Module – File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

Address: https://dpstest.sddc.army.mil/fmsechannel_enu/start.swe?SWECmd=Start&SWEHo=dpstest.sddc.army.mil

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Customer Surveys | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Claims | Monday, December 13, 2010 7:45:37 PM | Reports | Queries: | HELP

1 - 2 of 2 | HELP

Add/Update Claim Items

SAVE CANCEL

Item Name: Samsung TV Claimed Amount: Recovery Date: Inventory Number: 1 Recovery Amount: Item Status: Demand Pending Acquired Used: Loss Type: Acquisition Cost: Make/Model: Acquisition Year: Did carton have damage?: Is whole carton missing?: Damage Description (250 characters maximum): Screen was cracked Comment (255 characters maximum): Screen was cracked Denied Remark:

Option 1: Clicked "Update" button, all fields need to be filled in and then click the "SAVE" button

Demand/Offer SEARCH

No Records

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
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Upload File Attachments

Unclassified//FOUO-Privacy Act Applies



Claim Module – File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

Address: https://dpstest.sddc.army.mil/finechannel_enu/start.swe?SWECmd=Start&SWEHo=dpstest.sddc.army.mil

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Customer Surveys | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Claims | Monday, December 13, 2010 7:38:40 PM | Reports | Queries: | HELP

Claim #:

Claim 1 of 2+

ADD UPDATE DELETE PULL LOSS/DAMAGE ITEMS

Claim #: 1-16YXJB BOLI/GBL Number: DBAT0000100 Shipment Destination: 3666 payne

Claim Creation Date: 12/13/2010 Claims Shipment Description: My Completed Shipment SAN DIEGO, CA 92102 UNITED STATES

Claim Status: In Progress

Comments:

Quick Claims Payment made?: N

Add/Update Claim Items

ADD SEARCH

Item Item Name Item Description Item Status Claimed Amount Loss Type Created Damage Description (250 characters maximum) Denied Remark

Demand/Offer

DPS Demand/Offer Number Item Name TSP Action TSP Offer Amount demanded of TSP Amount paid to DoD customer DOD Customer Counter Offer Final TSP Offer? Offer Accepted by DoD customer? Total amount paid to DoD customer by MCO Transferred to MCO TSP Remark

Upload File Attachments

SEARCH

Attachment Name Type Size (In Bytes) Modified Comments

Claim Services

Home

All Claims

> Claim Detail

Loss/Damage Reports

Inspection Reports

Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
 - Add
 - Update
 - Submit
 - Transfer to MCO
 - Pull Loss/Damage Items
 - Nonpayment
- Claim Items
 - Add
 - Update
 - Delete
 - Transfer to MCO
- Demand/Offer
 - Counter Offer
 - Accept Offer
- Upload Files
 - Add
- Search
 - Search

Unclassified//FOUO-Privacy Act Applies

Option 2: Click the "ADD" button under "Add/Update Claim Items"



Claim Module – File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

Address: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=bmAF1EM48LV38yYTKK4QyqfvdORVikZwAPe37ndgqfcdJ_8SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | **Claims** | Consignment Guide | Training | DPS User Satisfaction

Show: Claims | Wednesday, June 02, 2010 5:46:44 PM

Reports | Queries: | HELP

Add/Update Claim Items

SAVE CANCEL

Item Name: Claimed Amount:

Item Description: Recovery Date:

Inventory Number: Recovery Amount:

Item Status: Demand Pending Acquired Used: ☐

Loss Type: Acquisition Cost:

Make/Model: Acquisition Year:

Did carton have damage?:

Is whole carton missing?:

Damage Description (250 characters maximum):

Comment (255 characters maximum):

Denied Remark:

SAVE CANCEL

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
 - Add
 - Update
 - Submit
 - Transfer to MCO
 - Pull Loss/Damage Items
 - Nonpayment
- Claim Items
 - Add
 - Update
 - Delete
 - Transfer to MCO
- Demand/Offer
 - Counter Offer
 - Accept Offer
- Upload Files
 - Add
- Search
 - Search

SEARCH

No Records

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
-------------------------	-----------	------------	-----------	------------------------	-----------------------------	----------------------------	------------------	---------------------------------	--	--------------------	------------

Upload File Attachments

Unclassified/FOUO-Privacy Act Applies

PM

Clicked the "ADD" button, all fields need to be completed, then click the "SAVE" button



Claim Module – File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

Address: https://dpstest.sddc.army.mil/fmsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=bnAF1EM48LV38yYTXK4QyqfvdORVzWzApe37ndgqfcU_&SWETS=

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | **Claims** | Consignment Guide | Training | DPS User Satisfaction

Show: Claims | Wednesday, June 02, 2010 5:59:16 PM | Reports | Queries: | HELP

Claim #:

Claim

[ADD](#) [UPDATE](#) [DELETE](#) [SUBMIT](#)

Claim #: 1-12970

Claim Creation Date: 6/2/2010

Claim Status: In Progress

Comments: lost and damaged items

Quick Claims Payment made?: N

Add/Update Claim Items

[ADD](#) [UPDATE](#) [DELETE](#) [SEARCH](#)

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 3	computer	apple	Demand Pending		Missing	6/2/2010 05:58:02 PM	2009 apple computer	
> 2	dishes	china	Demand Pending		Damaged	6/2/2010 05:55:42 PM	broken	
> 1	Chair	brown	Demand Pending		Damaged	6/2/2010 05:46:35 PM	wooden	

Demand/Offer

[SEARCH](#)

No Records

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
-------------------------	-----------	------------	-----------	------------------------	-----------------------------	----------------------------	------------------	---------------------------------	--	--------------------	------------

Upload File Attachments

[ADD](#) [SEARCH](#)

No Records

Attachment Name	Type	Size (In Bytes)	Modified	Comments
-----------------	------	-----------------	----------	----------

Unclassified//FOUO-Privacy Act Applies

Internet

Click the "SUBMIT" button in order for the claim to transfer to the TSP

Claim Services

Home

All Claims

> Claim Detail

Loss/Damage Reports

Inspection Reports

Summary

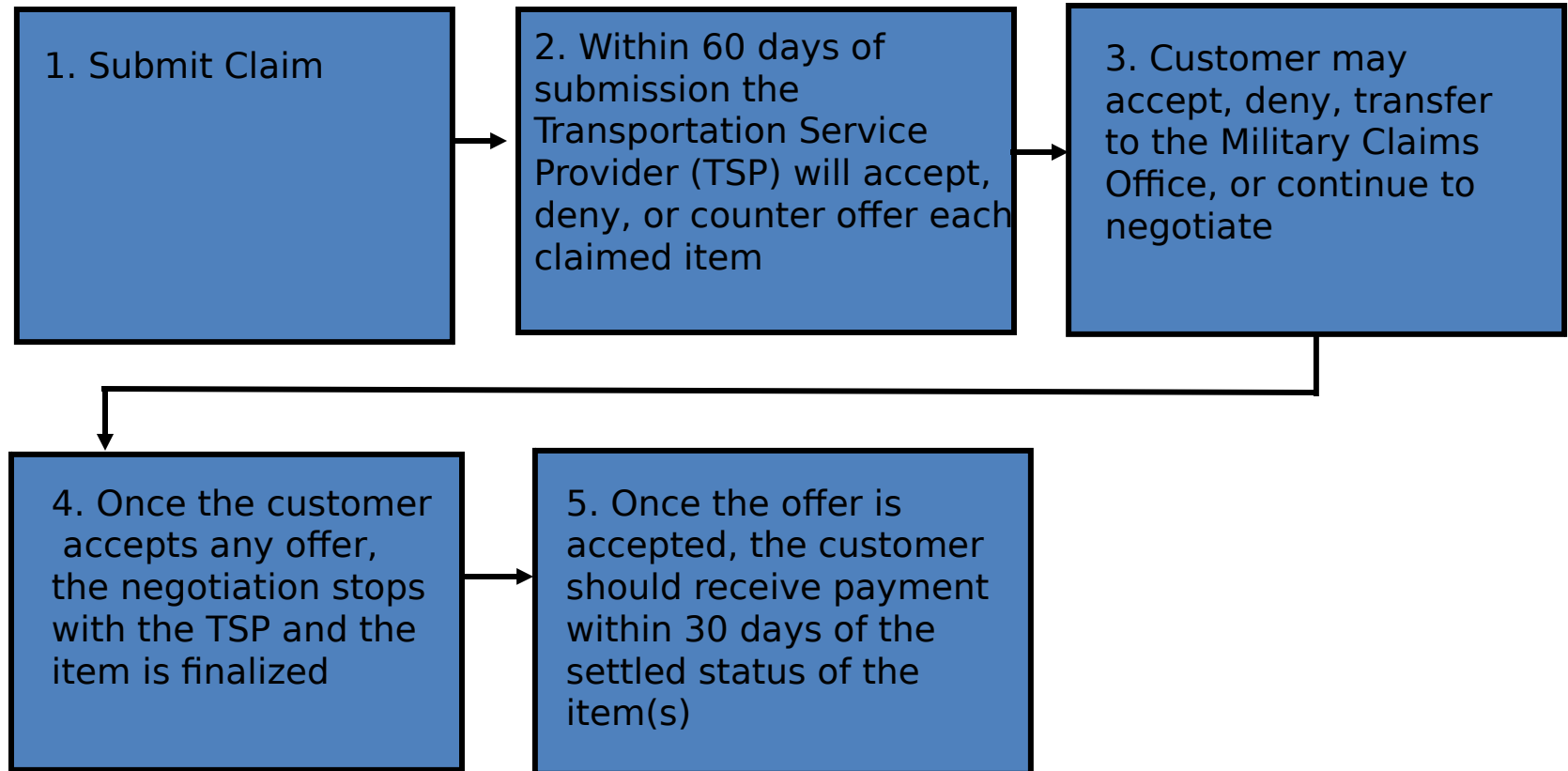
Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
 - Add
 - Update
 - Submit
 - Transfer to MCO
 - Pull Loss/Damage Items
 - Nonpayment
- Claim Items
 - Add
 - Update
 - Delete
 - Transfer to MCO
- Demand/Offer
 - Counter Offer
 - Accept Offer
- Upload Files
 - Add
 - Search
 - Search



Claims Process After Submission



Note: After 30 days of claim submission the customer has the right to transfer part or all of their claim to a Military Claims Office



Customer's Claim Module – TSP Response

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

Address: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=nS38uFq-1MxrcyNCMZfQ572e9wbWaUTm6IG7QL08VQ_8SWETS=

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Thursday, June 03, 2010 3:49:02 PM Reports Queries: HELP

Claim #:

Claim Services Home

1 of 1+

Claim

ADD UPDATE

Claim #: 1-12SI70 BOL/GBL Num

Claim Creation Date: 6/2/2010 Claims Shipment Description

Claim Status: Updated TSP Claim Num

Comments: lost and damaged items

Quick Claims Payment made?: N

Add/Update Claim Items

SEARCH TRANSFER TO MCO

1 - 3 of 3

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Chair	brown	Settled		Damaged	6/2/2010 05:46:35 PM	wooden	
> 2	dishes	china	Offer Pending		Damaged	6/2/2010 05:55:42 PM	broken	
> 3	computer	apple	MCO Adjudication		Missing	6/2/2010 05:58:02 PM	2009 apple computer	

Demand/Offer

COUNTER OFFER SEARCH ACCEPT OFFER

1 - 2 of 2

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
> 2	dishes	Replace	\$100.00				N	N			
> 1	dishes	Repair	\$75.00			\$100.00	N	N			

Upload File Attachments

ADD SEARCH

No Records

Attachment Name	Type	Size (In Bytes)	Modified	Comments
-----------------	------	-----------------	----------	----------

Unclassified//FOUO-Privacy Act Applies

Internet

TSP did not make this item a "Final Offer" therefore, the customer has three options to respond back to the TSP:

Transfer to the MCO, Counter Offer, or Accept Offer



Customer's Claim Module - TSP Response

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

Address: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=n538uFq-1MxrcqyNCMZfQ57Ze9wbWaUTm6IG7QL08VQ_8SWETS=

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Thursday, June 03, 2010 3:53:19 PM Reports Queries: HELP

Claim #:

Claim
ADD UPDATE

Claim #: 1-12S70
Claim Creation Date: 6/2/2010
Claim Status: Updated
Comments: lost and damaged items
Quick Claims Payment made?: N

TSP made this item a "Final Offer" therefore, the customer has two options to respond back to the TSP:
Transfer to the MCO or Accept Offer

Add/Update Claim Items
SEARCH TRANSFER TO MCO

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Chair	brown	Settled		Damaged	6/2/2010 05:46:35 PM	wooden	
> 2	dishes	china	Offer Pending		Damaged	6/2/2010 05:55:42 PM	broken	
> 3	computer	apple	MCO Adjudication		Missing	6/2/2010 05:58:02 PM	2009 apple computer	

Demand/Offer
SEARCH ACCEPT OFFER

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
> 3	dishes	Replace	\$110.00				Y	N			
> 2	dishes	Replace	\$100.00			\$110.00	N	N			
> 1	dishes	Repair	\$75.00			\$100.00	N	N			

Upload File Attachments
ADD SEARCH

Attachment Name	Type	Size (In Bytes)	Modified	Comments
No Records				

Unclassified//FOUO-Privacy Act Applies

Internet



Customer's Claim Module - TSP Response

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

Address: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=nS38uFq-1MxrcyNCMZfQ57Ze9wbWaUTm6IG7QL08VQ_&SWETS=

Defense Personal Property System (DPS) Unclassified FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Thursday, June 03, 2010 3:53:19 PM

Reports | Queries: | HELP

Claim #:

Claim

ADD UPDATE

Claim #: 1-125

Claim Creation Date: 6/2/2010

Claim Status: Update

Comments: lost and

Quick Claims Payment made?: N

1 of 1+

Claim Services

Home

All Claims

> Claim Detail

Loss/Damage Reports

Inspection Reports

Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
 - Add
 - Update
 - Submit
 - Transfer to MCO
 - Pull Loss/Damage Items
 - Nonpayment
- Claim Items
 - Add
 - Update
 - Delete
 - Transfer to MCO
- Demand/Offer
 - Counter Offer
 - Accept Offer
- Upload Files
 - Add
 - Search

Add/Update Claim Items

SEARCH TRANSFER TO MCO

1 - 3 of 3

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Chair	brown	Settled		Damaged	6/2/2010 05:46:35 PM	wooden	
> 2	dishes	china	Offer Pending		Damaged	6/2/2010 05:55:42 PM	broken	
> 3	computer	apple	MCO Adjudication		Missing	6/2/2010 05:58:02 PM	2009 apple computer	

Demand/Offer

SEARCH

1 - 3 of 3

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
> 3	dishes	Replace	\$110.00				Y	N			
> 2	dishes	Replace	\$100.00			\$110.00	N	N			
> 1	dishes	Repair	\$75.00			\$100.00	N	N			

Upload File Attachments

ADD SEARCH

No Records

Attachment Name	Type	Size (In Bytes)	Modified	Comments
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Unclassified/FOUO-Privacy Act Applies

Internet



Claim Statuses

Claim		Item	
Status	Owner	Status	Owner
In Progress	Customer	Demand Pending	TSP
Submitted	TSP	Offer Pending	Customer
Under Review	Customer and TSP	Denied	Customer
Updated	Customer and TSP	MCO Adjudicated	MCO
Denied	Customer	Settled	
MCO Adjudicated	MCO		
Settled			



Resources

Move.mil - DOD - Mozilla Firefox: IBM Edition

File Edit View History Bookmarks Tools Help

http://www.move.mil/dod.htm#afterDelivery_ad-dodClaims

Most Visited IBM IBM

Move.mil - DOD

MOVE.MIL
Official DPS Portal

What Is DPS? DPS Registration DPS Login

DOD
Service Members and Civilians

Before You Begin Start Your DPS Move After Delivery

After Delivery

Customer Satisfaction Survey (CSS)
Claims

Watch the Video!

CSS is really a performance report that DPS uses to rate Transportation Service Providers, thereby ensuring that only quality moving companies will handle your belongings. **It is imperative that you fill out a CSS for each and every shipment.** Luckily, it's easy! You will automatically receive an email with a link to your CSS after your shipment has been delivered.

Claims How-To (PDF)
Claims How-To (Video)
Claims Overall Process

Air Force
Army
Coast Guard
Marines
Navy

Useful Tools

Moving Resources
Travel Information

Links

Acronyms
Glossary
Locator Maps
Service Member/Civilian FAQ

Navigate to:

http://www.move.mil/dod.htm#afterDelivery_ad-dodClaims

Email Questions/Concerns to:

sddc.safb.claims@us.army.mil

Military Claim Office (MCO) websites with contact information

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to

Done

One paused download



Questions and Answers

